

**Request for Proposal (RFP) for Selection of Implementation Agency for Design, Development, Implementation & FMS of Unified Portal of EESL**

**PRE-BID QUERIES**

S. N	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Remarks
1	17	4 > 4. Technical Capability	The bidder must have successfully completed at least ONE e-Governance project including design, development/ customization & maintenance of Application software to any state/ central government organization/ PSU's only in India having not less than the amount Rs.2 Crores during the period 01-Apr-2014 to 31-Mar-17. OR The bidder must have successfully completed at least TWO e-Governance projects including design, development/ customization & maintenance of Application software to any state/ central government organization/ PSU's only in India of cumulative amount Rs. 2.5 Crore during the period 01-Apr-2014 to 31-Mar-17.	Please consider reducing Project Value requirements	As per amended RFP.
2	35	8. Payment Terms & Schedule > a) Unified Portal of EESL > 1	70% (Package – A , Serial no. 1 of Financial Bid) Module Weightage* Scheme Management System: 50% Integration – Plug-ins: 10% HR Management Solution: 5% Mobile Application: 15% Web-site for EESL: 5% GIS - Geo-tagging of last mile deliverable locations and Way path: 10% Data Analytics: 5%	Kindly clarify can we submit separate-2 invoice as per each Module Weightage OR one single invoice of 70% of Package-A	As per amended RFP.
3	8		Bid Security (EMD)	Normally in Govt. tenders EMD exemption allowed for MSME companies. Is there is any exemption for MSME companies registered with NSIC?	As per RFP.
4	20	1	Preparation of FRS, SRS & Design Document  Understand the Hardware Requirements in terms of Servers / Internet / Backup / DR / Storage	Please confirm that the necessary hardware required for the project will be arranged by the Department.	As per amended RFP.
5	31	5.4	Technical Solution  It is proposed that the development needs to done in the following technology: - Software Development .Net and Database Oracle	Please confirm that necessary license required for the Oracle RDBMS will be arranged by the Department.	As per amended RFP.

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6	35	8	Project Deliverables, Milestones, Time Schedule & Payment Terms	70% of package (A) will be payable after Beta Version Testing + Go Live  We request you to please release 20% payment of package (A) after FRS/SRS approval.	As per amended RFP.
7	13	2.5>>4.d	Smart Meters / CCMS Panels / E Vehicles etc.- Publishing of web service for each installation, live status of various schemes like LED, CCMS, Ujala, Smart meter etc.	Publishing of web service" phrase is not clear. Does it mean hosting a web service for getting data from various schemes?	As per amended RFP.
8	13		Publishing of web service to state level grievance portals (like Rajasthan sampark / CM helpline in Rajasthan etc.)	Publishing of web service" phrase is not clear. Does it mean hosting a web service for providing/fetching data to/from various grievance portals?	As per amended RFP.
9	13		Publishing of web service to state level finance portals (like IFMS in Rajasthan)	Publishing of web service phrase is not clear. Does it mean hosting a web service for providing/fetching data to/from various finance portals?	As per amended RFP.
10	13		Integration with other standard e-governance applications	1. What is the average no of integration points with each e-governance application which is to be taken care? Like with aadhar we can have 1 point as verification of aadhar number using fingerprint.	As per RFP.
11	13		All existing reports in the existing software should be available in the new software	How many reports (rough figure)?	As per amended RFP.
12	14	2.5>>4.d	Integration with existing applications of EESL like Complaint Handling System	No of integration points?	As per amended RFP.
13	14		Integration with E Procurement Portal	No of integration points?	As per amended RFP.
14	14	2.5>>4.e	All the integration has to be done through Enterprise Service Bus (ESB)	Please provide further detail about ESB.	As per amended RFP.
15	26	5.1.2>>7	Geo-tagging of last mile deliverable locations and Waypath Geo Tagging	What are the expectations of users from the software for this process? What functionality is to be developed?	As per amended RFP.
16	26		Way path Management	What are the expectations of users from the software for this process? What functionality is to be developed?	As per amended RFP.

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17	27	5.1.2>>10	The Selected Bidder shall plan, migrate & monitor the migration of various schemes data from existing database and application.	How many databases (rough figures) and average tables in each or total tables? What is the expected volume of data in each?	As per amended RFP.
18	31		Looking into the amount of transactions, in future Hadoop can be considered.	How soon?	As per amended RFP.
19	32		EESL Mobile Application – the selected bidder will be required to manage and enhance the same	Does enhancement mean adding features (described in Page 25, 5.Mobile application) to existing application? If not then what is the meaning of enhancing?	As per amended RFP.
20	32		Complaint Handling System – The selected Bidder shall be required to maintain the Complaint Handling System (CHS) after the expiry of their existing work order.	Does "maintain" term mean development work as well?	As per amended RFP.
21	17	Point-5 Certificate	The Bidder must possess at the time of Bidding, a valid SEI CMMi level 3 certification. Applied for SEI CMMi level 3 certification will not be considered.	For this clause, please consider the case of renewal of the certificate.	As per RFP.
22	39	Eligibility point 2	Bidder's Authorization Certificate along with copy of PoA/ Board resolution stating that Auth. Signatory can sign the bid/ contract on behalf of the firm	Please accept Letter of Authorization (LOA) instead of POA	As per amended RFP.
23	5	Authorized signatory	The bidder's representative/ officer vested (explicitly, implicitly, or through conduct) with the powers to commit the authorizing organization to a binding agreement. Also called signing officer/ authority having the Power of Attorney (PoA) from the competent authority of the respective Bidding firm.	Please change ".....Power of Attorney (PoA) from the competent authority..." to ".....Power of Attorney (PoA)/Letter of Authorization (LOA) from the competent authority...."	As per amended RFP.
24				What are the different type of testing	As per amended RFP.
25				Any scope for existing mobile app to be upgraded?	As per amended RFP.
26	13	2.5. Brief Technical Solution Requirements and Scope of Work	d. Integration of the Unified Portal of EESL for various schemes with :-	It is assumed that all these systems are available with the client and vendor doesn't need to procure any. Please confirm.	As per amended RFP.

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27	14	2.5. Brief Technical Solution Requirements and Scope of Work	e. All the integration has to be done through Enterprise Service Bus (ESB)	It is assumed that ESB is available with the client and the vendor needn't procure it. Please confirm.	As per amended RFP.
28	14	2.5. Brief Technical Solution Requirements and Scope of Work	f. Software Solution Testing	What are the different type of tests to be performed (eg. Functional testing, security testing, etc.) . Please list them.	As per amended RFP.
29	25	5. Mobile Application	Integration with web enabled solution & Website	Please list out the business use case for mobile app	As per amended RFP.
30	26	9. General Requirements	Support Multiple Languages (all the labels in the form should change according to the language)	Please mention all the languages the mobile app needs to be developed in	As per amended RFP.
31	27	9. General Requirements	Dynamic Reporting Tools. Report template save option should be available.	Please list out the reports to be made available in the mobile app	As per amended RFP.
32	31	5.4 Technical Solution	Mobile Technology – All the mobile development has to be done in Work Light	Does the client have worklight licenses which can be passed to the vendor for this project? Else, please confirm if the licenses need to be procured by the vendor and added in the commercials.	As per amended RFP.

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33	32	5.5 Existing system developed for EESL	EESL Mobile Application – the selected bidder will be required to manage and enhance the same	<p>Please share the details of the mobile app eg. OS, Number of screens, integration with the backend system, existing architecture to understand the overall data flow/integration touch-points, etc.</p> <p>Primarily the complete detailed scope for the mobile app.</p> <p>Please share the link to the mobile app with dummy user name and password to get an idea.</p>	As per amended RFP.
34	32	5.5 Existing system developed for EESL	EESL Mobile Application – the selected bidder will be required to manage and enhance the same	What will be the type of app – hybrid or native?	As per amended RFP.
35	32	5.5 Existing system developed for EESL	EESL Mobile Application – the selected bidder will be required to manage and enhance the same	What are the OS on which the mobile app needs to be built – iOS, Android and/or Windows? With versions?	As per amended RFP.
36	25	4. HR Management Software	Geo Tag using Mobile App.	Please explain the business use case for the same.	As per amended RFP.
37	32	5.5 Existing system developed for EESL	EESL Mobile Application – the selected bidder will be required to manage and enhance the same	Is the scope for mobile app limited to manage and enhance the mobile app only or do we need to develop a new mobile app? Please provide complete details.	As per amended RFP.
38	8	Bid Security(EMD) and Mode Of Payment	Mode Of Payment: Banker’s cheque or DD of a scheduled bank in favor of “Managing Director, RISL” payable at “Jaipur”.	Please allow Bank guarantee as mode of submission.	As per Corrigendum

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39	67	19) Limitation Of Liability	Except in cases of gross negligence or willful misconduct: - a) neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier/ selected bidder to pay liquidated damages to the Purchaser; and b) the aggregate liability of the supplier/ selected bidder to the Purchaser, whether under the Contract, in tort, or otherwise, shall not exceed the amount specified in the Contract, provided that this limitation shall not apply to the cost of repairing or replacing resources, or to any obligation of the supplier to indemnify the Purchaser with respect to patent infringement.	With respect to clause 19 b, please remove the line ' <i>shall not exceed the amount specified in the Contract, provided that this limitation shall not apply to the cost of repairing or replacing resources, or to any obligation of the supplier to indemnify the Purchaser with respect to patent infringement.</i> ' And make the clause as given below: b)the aggregate liability of the supplier/ selected bidder to the Purchaser, whether under the Contract, in tort, or otherwise.	As per RFP.
40	35	Clause 8. Payment Terms and Schedule	Deliverable at S.No. 1 are : - Documentation (Hard Copy) (Tw+30 days) oFRS o SRS o Testing Report o User Manual -Testing of application and Test Results - Security Audit report - Project execution plan - Deployment of resources at EESL / RISL -Complete backup on external hard disk (last quarter of each year) - UAT -Beta Version Testing + Go Live	Timelines are very stringent. And remove "Go live" from this milestone. Let it be till UAT. As the deployment at production server is part of deliverables mentioned under S.No. therefore Go live should be part of S.No. 2. Integration with external Application except SSO shall be part of S. No. 2 deliverable. 10% Payment shall be considered on SRS/FRS approval.	As per amended RFP.

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41		Legal Entity	Legal Entity The bidder should be: A Proprietorship firm registered under the Rajasthan Shops & Commercial Establishments Act, 1958 or a similar Act of any other State/ Union, as applicable OR A partnership firm registered under Indian Partnership Act, 1932. OR A Limited Liability Partnership registered under Indian Limited Liability Partnership Act, 2008 OR A company registered under Indian Companies Act, 1956 (Note: A self-certified declaration regarding the nonapplicability of registration to any Act should be submitted by the bidder)	ok	As per RFP.
42		Financial: Turnover from IT/ ITeS	Average Annual Turnover of the bidder from IT/ ITeS during the last three financial years, i.e., from 2014-2015, 2015-2016 and 2016-2017 (as per the last published audited balance sheets), should be at least Rs.10 Crore	You are requested to please relax these turnover criteria for New Start-ups. You may ask for the DIPP Registration for start up . You may relax the turnover and experience criteria as per the DIPP policy attached	As per RFP.
43		Financial: Net Worth	The net worth of the bidder as on 31-03-2017 should be Positive.	OK	As per RFP.
44		Technical Capability	The bidder must have successfully completed at least ONE e-Governance project including design, development/ customization & maintenance of Application software to any state/ central government organization/ PSU's only in India having not less than the amount Rs.2 Crores during the period 01-Apr-2014 to 31-Mar-17. OR The bidder must have successfully completed at least TWO e-Governance projects including design, development/ customization & maintenance of Application software to any state/ central government organization/ PSU's only in India of cumulative amount Rs. 2.5 Crore during the period 01-Apr-2014 to 31-Mar-17.	You are requested to please relax these turnover criteria for New Start-ups. You may ask for the DIPP Registration for start up. You may relax the turnover and experience criteria as per the DIPP policy.	As per RFP.
45		Certification	The Bidder must possess at the time of Bidding, a valid SEI CMMi level 3 certification. Applied for SEI CMMi level 3 certification will not be considered.	You are requested to please relax these turnover criteria for New Start-ups. You may ask for the DIPP Registration for start up . You may relax the turnover and experience criteria as per the DIPP policy.	As per RFP.
46		Tax registration	The bidder should have a registered number of: a) GSTN where his business is located b) Income Tax/ PAN number The bidder should have a registered number of: a) GSTN where his business is located b) Income Tax/ PAN number	ok	As per RFP.

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47		Mandatory Undertaking	Bidder should: a) not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons; b) not have, and their directors and officers not have, been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings; c) not have a conflict of interest in the procurement in question as specified in the bidding document. d) Comply with the code of integrity as specified in the bidding document.	Ok	As per RFP.
48		EMD and Tender Fee	17 Lacs EMD and Rs 1000 Tender Fee	You are hereby requested to consider the start up certification from DIPP and relax the emd and tender fee.	As per RFP.
49	13	Sec 2.5 - Point 4d	Integration of the Unified Portal of EESL for various schemes with :- Smart Meters / CCMS Panels / E Vehicles etc.- Publishing of web service for each installation, live status of various schemes like LED, CCMS, Ujala, Smart meter etc.	Question: whether Smart Meters / CCMS Panels / E Vehicles etc have web services which the portal will call or the portal will publish web services, which these equipment will call to acquire data in the server side database?	As per amended RFP.
50	13	Sec 2.5 - Point 4d	SMS and Email Gateway	Who will provide and bear the cost of SMS and Email gateway?	As per amended RFP.
51	14	Sec 2.5 - Point 4d	Integration with existing applications of EESL like Complaint Handling System etc.	What is the platform and database for Complaint Handling System?	As per amended RFP.
52	14	Sec 2.5 - Point 4d	Integration with existing applications of EESL like Complaint Handling System etc.	Who will perform the integration related activities from the Complaint Handling System side?	As per amended RFP.
53	14	Sec 2.5 - Point 4d	Integration with SAP	Normally Netweaver SOA Gateway should be used for integration with SAP. Is that installed and will be available for SAP integration?	As per amended RFP.
54	14	Sec 2.5 - Point 4d	Data migration of various schemes data	What is the size and volume of the data to be migrated? Also what are the data sources from where the migration has to be done?	As per amended RFP.



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55	22	sec 5.1.2 - Point 2e	GIS based Dashboard for each scheme	Is there already an ArcGIS implementation in place, with which the necessary integration has to be made?	Yes.
56	25	point 5	Mobile Application	Will this be hybrid mobile application or native? If so on which platforms - only android?	As per amended RFP.
57	26	point 8 - Data Analytics	Preferred technology for Data Analytics will be SAS/Tableau	Are the licenses of SAS/ Tableau already existing which can be reused or the IA has to provide licenses?	The licenses are available at State Data Center
58	28	point 16	Deployment & Configuration of Unified Portal of EESL on Production Server	Who will provide the necessary h/w, n/w, storage and any other compute capacity for hosting the portal?	As per amended RFP.
59	31	point 5.4 technical Solution	Software Development - .Net and Database Oracle.	Are all the relevant licenses like internet connectors, calcs or oracle licenses available with RISL?	As per amended RFP.
60	31	point 5.4 technical Solution	Software Development - .Net and Database Oracle.	Can we assume that sharepoint portal licenses are also available with RISL that can be used by the IA?	As per amended RFP.
61	32	point 5.5	EESL Website	What is the platform for EESL Website?	As per RFP.
62	32	point 5.5	EESL Mobile Application	What is the platform for EESL Mobile Application?	As per amended RFP.
63	33	point 5.5	Complaint Handling System	When will the existing order expire?	As per amended RFP.
64	106	Annexure 12	Indicative Manpower	Since it is decided in page 31, that the development will be on .net platform using oracle as database, why is Java/PHP required on the CVs? Similarly why Sql Server/ Jboss/ Weblogic experiences are required as they will not be used in the development stack?	As per amended RFP.
65		Financial: Turnover from IT/ ITeS	Average Annual Turnover of the bidder from IT/ ITeS during the last three financial years, i.e., from 2014-2015, 2015-2016 and 2016-2017 (as per the last published audited balance sheets), should be at least Rs.10 Crore	You are requested to please relax these turnover criteria for MSME Registered companies of Rajasthan. Kindly ask yearly average turnover Rs. 2.5Cr. of MSME & Start ups. This is in line with policy of State Govt. to promote Start ups.	As per RFP.

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66		Technical Capability	The bidder must have successfully completed at least ONE e-Governance project including design, development/ customization & maintenance of Application software to any state/ central government organization/ PSU's only in India having not less than the amount Rs.2 Crores during the period 01-Apr-2014 to 31-Mar-17. OR The bidder must have successfully completed at least TWO e-Governance projects including design, development/ customization & maintenance of Application software to any state/ central government organization/ PSU's only in India of cumulative amount Rs. 2.5 Crore during the period 01-Apr-2014 to 31-Mar-17.	You are requested to please relax this term for MSME Registered companies of Rajasthan. You may ask IT software project completion of Rs. 50L. This is in line with policy of State Govt. to promote Start ups.	As per amended RFP.
67		Certification	The Bidder must possess at the time of Bidding, a valid SEI CMMi level 3 certification. Applied for SEI CMMi level 3 certification will not be considered.	You are requested to please relax this term for MSME Registered companies of Rajasthan. Kindly accept ISO 9000 certification. This is in line with policy of State Govt. to promote Start ups.	As per RFP.
68	33	6.ii.a.2	Business Analyst should have energy efficiency experience & certified energy auditor	Kindly remove the word certification, allow power domain expert cv. Can be discussed mutually at the time of implementation. Please do not consider while evaluation.	As per amended RFP.
69	104	11.1	BE/ B.Tech (Computer Science)	Please also accept electronic/electrical/mechanical with relevant experience as most senior people aren't computer science	As per amended RFP.
70	104	11.1	Prior experience in a BA role for implementation of large scale eGovernance Project shall be preferred	Kindly remove this as most of the people as most our people have a corporate background	As per RFP.
71	9		Period of Sale of Bidding Document (Start/End Date)-From 11.01.2018 up to 12.02.2018 3:00PM	Request to extend by 2 weeks as it is a extensive RFP and every stakeholder of the organisation is needed to give his inputs which will take time to design this comprehensive solution.	As per Corrigendum
72	13	4.d	All existing reports in the existing software should be available in the new software.	Please clarify reports to be recreated/migrated even if existing system is not being replaced? Also let us know the number of such reports.	As per amended RFP.

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73	13	4.d.iii	Data migration of various schemes data	Please share the number of tables/files and volume of data in terms of count of records per table/file.	As per amended RFP.
74	26	9. General Requirements	Support Multiple Languages (all the labels in the form should change according to the language)	Please provide the list of languages to be supported. Will the source data also be in multiple languages? If yes, what all languages, please specify	As per amended RFP.
75	27	9. General Requirements	All the uploaded documents should be e-signed / digitally signed	Please clarify if e-signing solution needs to be provided or there is existing system to be integrated	As per amended RFP.
76	27	9. General Requirements	QR code should print from the application. QR Code printing for each scheme on Polyester Labels and Aluminium Plates	Please confirm if printers to be integrated for this will be provided by EESL.	As per amended RFP.
77	29	5.1.3 Training and Capacity Building	Preparation of Training Kit (English and two other languages)	Please clarify which 2 other languages are to be factored.	As per amended RFP.
78	29	5.1.3 Training and Capacity Building	Training Videos.These videos should be available online. All the modifications in the unified portal should also reflect in the user videos, and updated user videos with version number should be maintained	Please clarify where these training videos must be hosted. Are these to be hosted with portal?	As per amended RFP.
79	32	5.5 Existing system developed for EESL	The existing system/solution developed by 1. EESL Website – the existing website has been developed on AEM. The selected bidder may continue to manage and enhance the existing software or develop a new web-site. 2. EESL Mobile Application – the selected bidder will be required to manage and enhance the same 3. Complaint Handling System – The selected Bidder shall be required to maintain the Complaint Handling System (CHS) after the expiry of their existing work order. 4. Any other software can be further managed and upgarded as per requirements.	Kindly share the details of these systems in terms of User Manual or SRS.	As per amended RFP.

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80	32	5.5 Existing system developed for EESL	The existing system/solution developed by 1. EESL Website – the existing website has been developed on AEM. The selected bidder may continue to manage and enhance the existing software or develop a new web-site. 2. EESL Mobile Application – the selected bidder will be required to manage and enhance the same 3. Complaint Handling System – The selected Bidder shall be required to maintain the Complaint Handling System (CHS) after the expiry of their existing work order. 4. Any other software can be further managed and upgarded as per requirements.	Please clarify if the Support handover for these application will start from day 1 or post go-live of System under scope ?	As per amended RFP.
81	35	8	8. PROJECT DELIVERABLES, MILESTONES, TIME SCHEDULE& PAYMENT	Please clarify if go-live will happen after T1 (Tw+ 180 days) or T2 (1+ 180 days). In case go live happens after T1, FMS should start immediately after T1, resulting in overall timelines to be of 4.5 years where T2 activities will happen in parallel with FMS.	As per amended RFP.
82	11	2.3	Project Benefits a. Centralized Dashboard for various programs with advanced search capabilities d. Will reduce turnaround time in mobilizing the staff on the field with quick result analysis a. Single dashboard to display the programme details, based on assigned locations b. Vendor can view their assigned complaints and take suitable action a. Analytical MIS for informed decision making b. Reports to ensure effective management and monitoring	1. Please let us know if the Reports need to be published on the unified portal? 2. How many types of data will be ingested for report creation ? 3. How many source systems will be part of this data ingestion for report creation ? 4. What would be the number of tables from each data sources needs to be integrated 5. Does data quality is in the scope? If yes, please provide the details	As per amended RFP.

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83	22	2	<p>Dashboard of Each Scheme</p> <ul style="list-style-type: none"> <li>o GIS Based</li> <li>o SVG Images</li> </ul> <p>f) Decision Support System</p> <ul style="list-style-type: none"> <li>☑ Management Information System &amp; Reports</li> <li>o Graphical display of reports / MIS</li> <li>o Reports scheme wise and Organization hierarchy wise</li> <li>☑ Project Assessment</li> <li>o Capture the process of project assessment, such as requirement audit, investment audit, etc.</li> <li>o System should calculate benchmarks such as Return on Investment, Return of Equity, Net Present Value, Simple Payback etc.</li> </ul>	<ol style="list-style-type: none"> <li>1. Please provide the number of schemes and dashboards each scheme needs to be developed</li> <li>2. Please provide the number of MIS reports and analytical reports ?</li> <li>3. The users of the reports are EESL, vendors, Citizens. Can you pls specify what will be the access control for each of these? View for Vendor and Citizens and how many of will be Power users?</li> <li>4. Please provide departments and number of functional areas for the report development</li> <li>5. Please provide level of drill downing each reports</li> <li>6. Please provide total number and concurrent number of users for reports and dashboards</li> </ol>	The required information may be collected during the SRS Phase of the project
84	25	5	<p>Mobile Application</p> <p>Summarized Report</p> <p>Scheme wise Dashboard – GIS Based &amp; SVG Drill down</p>	<ol style="list-style-type: none"> <li>1. How many summarized reports shall be mobile compatible?</li> <li>2. How many dash boards shall be mobile compatible? And what are the level of drill down required?</li> <li>3. What are the Mobile OS support required. A) android B) iOS</li> </ol>	<p>1 &amp; 2-requirement may be clear during the SRS phase of the project.</p> <p>3-As per amended RFP.</p>
85	26	8	<p>Data Analytics</p> <ul style="list-style-type: none"> <li>☑ Sales Forecasting System</li> <li>☑ Cost Benefit analysis Scheme Wise</li> <li>☑ State Wise / District Wise beneficiaries</li> <li>☑ Trend Analysis for Scheme Implementation at State / District etc.</li> <li>☑ Cluster Analysis – segment objectives into groups on similar properties</li> <li>☑ Data Mining to discover and extract new patterns</li> <li>☑ Sorting through large data sets to identify trends, patterns, and relationships</li> <li>☑ Using technology for predictive analytics, such as analyze equipment failure, event occurrence</li> <li>☑ Preferred technology for Data Analytics will be SAS/Tableau</li> <li>☑ Any other requirements identified during SRS preparation</li> </ul>	Please confirm on the number of analytics use cases which are to be considered in scope	As per RFP.
86	27	9	<b>Dynamic Reporting Tools.</b> Report template save option should be available.	What would be the number of dynamic reports/day	As per amended RFP.

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87	27	9	Formatted outputs should be changed / altered by EESL users.	Does this output also refer to reports?	As per amended RFP.
88	27	9	Data capture at first level / origin for all transactions under each scheme o Example :- Immediately after sale of an LED light, the dashboard containing sales figure of LED should increase by one.	This is a case of real time reporting. What is the latency that can be considered?	As per amended RFP.
89	27	9	History of master should be maintained. Masters data as per date should be maintained and not deleted	Will the master data be available in the respective application? Or will it be a centralized master data?	As per amended RFP.
90	28	10	Master Database entry shall also be the responsibility of the selected bidder	Is master database entry manual?	As per amended RFP.
91	30	5.1.4	Changes in fields, new reports and adding of new fields and other such tasks will not account for a change request and has to be developed at no extra cost by the bidder.	What is the number of new reports expected to developed every month during Facility Management Services?	As per amended RFP.
92	31	5.4	Technical Solution It is proposed that the development needs to done in the following technology: ☑ Software Development - .Net and Database Oracle. ☑ Mobile Technology – All the mobile development has to be done in Work Light ☑ GIS Map – ESRI Looking into the amount of transactions, in future Hadoop can be considered.	Is there a need of Big Data solution?	As per amended RFP.
93	33	6	Indicative manpower requirement for this project is mentioned below. However, in order to meet the project requirement and timelines, the bidder is expected to deploy additional manpower at no extra cost.	This could be a challenge. As per RFP total project has to be managed by 43 person and the resources needed for the project would be more than than 43	As per RFP.
94	35	8.1	Implementation of reports and analytics to be completed in 180 days	This could be a challenge depending on actual scope	As per amended RFP.
95	30	5.1.4	Facility Management Services	What are the ticket wise SLA's and ticket classification criteria (L1, L2, L3)	As per RFP.
96	104	Annexure-11	Min qualification of Implementation Support Team: Helpdesk: BE/Btech/MCA, Between 3-5 Yr's total experience	Qualification asked for Helpdesk resource is too high; please change it to " <b>Minimum Diploma In Computers with 1-2 yrs experience</b> "	As per amended RFP.
97	113	Annexure-12	7. Database Administrator	The Database flavor to be supported is not mentioned .Is it SQL server/Oracle Database or any other database flavor needs to be supported too?	As per amended RFP.

S. N	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Remarks
98	12	2.3	Project Benefit - 2. EESL h. Easy monitoring of resources using Geo-Tagging	1. What resources will be monitored using Geo-Tagging? 2. Do we need to provide any software for monitoring of such resources or integration of such resources?	As per amended RFP.
99	20	5	SCOPE OF WORK, DELIVERABLES & TIMELINES 1. Preparation of FRS, SRS & Design Document - IA shall prepare & submit various design documents based on principles of modular approach to provide a secure and scalable solution. RISL may provide comments and suggestions on the documents. Documents should include: o Solution Architecture o Application Architecture o Security Architecture o Database Design - Understand the Hardware Requirements in terms of Servers / Internet / Backup / DR / Storage	1. Do we have to provide IT infrastructure like server, OS licenses, storage, Network, Security etc. for this project or we have to give the details of configuration and solution/design/architecture for this portal development? 2. If DR is also in scope then what will be the acceptable RPO and RTO for this Infra. 3. At which location the setup/infra for DR will be deployed?	As per amended RFP.
100	28 & 29	16	Deployment of manpower at RISL , Jaipur and EESL, Noida	If IA has to provide the IT infrastructure then do we have to deploy resources for the management of proposed infrastructure? If yes then will it be 24 x 7 service window ?	As per amended RFP.
101	29	5.1.3 (b)	IA shall ensure availability of sufficient number of trainers for conducting the training program for the users. RISL may ask the IA to replace the trainer in case RISL is dissatisfied with his/her performance. In such case, the selected bidder has to provide suitable replacement.	Bidder requests modification: -  IA shall ensure availability of sufficient number of trainers for conducting the training program for the users. RISL may ask the IA to replace the trainer in case RISL <b>on bonafide grounds acceptable to the IA</b> <del>is dissatisfied with his/her performance.</del> In such case, the selected bidder has to provide suitable replacement.	As per amended RFP.

S. N	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Remarks
102	33	6(i)	The expected Contract/ Project Period shall commence from the date of issue of work order and will be for 5 years:	Bidder requests modification: -  The expected Contract/ Project Period shall commence from the date of issue of work order <b>or date of signing of the contract, whichever is later</b> and will be for 5 years:	As per RFP.
103	40	8(i)	i) The Bid security taken from a bidder shall be forfeited, including the interest, if any, in the following cases, namely: - a. when the bidder withdraws or modifies its bid after opening of bids; b. when the bidder does not execute the agreement, if any, after placement of supply/ work order within the specified period; c. when the bidder fails to commence the supply of the goods or service or execute work as per supply/ work order within the time specified; d. when the bidder does not deposit the performance security within specified period after the supply/ work order is placed; and e. if the bidder breaches any provision of code of integrity, prescribed for bidders, specified in the bidding document.	Bidder requests modification: -  i) The Bid security taken from a bidder shall be forfeited, <del>including the interest</del> , if any, in the following cases, namely: - a. when the bidder withdraws or modifies its bid after opening of bids; b. when the bidder does not execute the agreement <b>on mutually agreed terms and conditions</b> , if any, after placement of supply/ work order within the specified period; c. when the bidder fails to commence the supply of the goods or service or execute work as per supply/ work order within the time specified <b>provided deviations submitted by the bidder are adequately considered by RISL</b> ; d. when the bidder does not deposit the performance security within specified period <b>after the contract is signed</b> supply/ work order is placed; and e. <del>if the bidder breaches any provision of code of integrity, prescribed for bidders, specified in the bidding document.</del>	As per RFP.



S. N	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Remarks
104	42	11(e)	The committee shall conduct a preliminary scrutiny of the opened technical Bids to assess the prima-facie responsiveness and ensure that the: - a. bid is accompanied by bidding document fee, bid security or bid securing declaration, and processing fee (if applicable); b. bid is valid for the period, specified in the bidding document; c. bid is unconditional and the bidder has agreed to give the required performance security; and d. other conditions, as specified in the bidding document are fulfilled. e. any other information which the committee may consider appropriate	Bidder requests modification: -  The committee shall conduct a preliminary scrutiny of the opened technical Bids to assess the prima-facie responsiveness and ensure that the: - a. bid is accompanied by bidding document fee, bid security or bid securing declaration, and processing fee (if applicable); b. bid is valid for the period, specified in the bidding document; c. <del>bid is unconditional and the bidder has</del> agreed to give the required performance security; and d. other conditions <b><u>except those for which deviations are submitted by the bidder</u></b> , as specified in the bidding document are fulfilled. e. any other information which the committee may consider appropriate	As per RFP.
105	45	15(d)	conditional Bids are liable to be rejected;	Bidder requests modification: -  <del>conditional Bids are liable to be rejected;</del>	As per RFP.
106	47	20	The bid process shall be considered valid even if there is one responsive Bid, provided that: a. the Bid is technically qualified; b. the price quoted by the bidder is assessed to be reasonable; c. the Bid is unconditional and complete in all respects; d. there are no obvious indicators of cartelization amongst bidders; and e. the bidder is qualified as per the provisions of pre-qualification/ eligibility criteria in the bidding document	Bidder requests modification: -  The bid process shall be considered valid even if there is one responsive Bid, provided that: - a. the Bid is technically qualified; b. the price quoted by the bidder is assessed to be reasonable; c. the Bid is <del>unconditional and</del> complete in all respects; d. there are no obvious indicators of cartelization amongst bidders; and e. the bidder is qualified as per the provisions of pre-qualification/ eligibility criteria in the bidding document	As per RFP.

S. N	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Remarks
107	48	21(g)	As soon as a Bid is accepted by the competent authority, its written intimation shall be sent to the concerned bidder by registered post or email and asked to execute an agreement in the format given in the bidding documents on a non-judicial stamp of requisite value and deposit the amount of performance security or a performance security declaration, if applicable, within a period specified in the bidding documents or where the period is not specified in the bidding documents then within fifteen days from the date on which the letter of acceptance or letter of intent is dispatched to the bidder.	<p>Bidder requests modification: -</p> <p>As soon as a Bid is accepted by the competent authority, its written intimation shall be sent to the concerned bidder by registered post or email and asked to execute an agreement in the format given in the bidding documents on a non-judicial stamp of requisite value <b><u>provided deviations submitted by the bidder are adequately considered by RISL</u></b> and deposit the amount of performance security or a performance security declaration, if applicable, <b><u>post signing of the contract</u></b> <del>within a period specified in the bidding documents or where the period is not specified in the bidding documents then within fifteen days from the date on which the letter of acceptance or letter of intent is dispatched to the bidder.</del></p>	As per RFP.

S. N	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Remarks
108	49	21	<p>h) If the issuance of formal letter of acceptance is likely to take time, in the meanwhile a Letter of Intent (LOI) may be sent to the bidder. The acceptance of an offer is complete as soon as the letter of acceptance or letter of intent is posted and/ or sent by email (if available) to the address of the bidder given in the bidding document. Until a formal contract is executed, the letter of acceptance or LOI shall constitute a binding contract.</p> <p>i) The bid security of the bidders who's Bids could not be accepted shall be refunded soon after the contract with the successful bidder is signed and its performance security is obtained.</p>	<p>Bidder requests modification: -</p> <p>h) If the issuance of formal letter of acceptance is likely to take time, in the meanwhile a Letter of Intent (LOI) may be sent to the bidder. <del>The acceptance of an offer is complete as soon as the letter of acceptance or letter of intent is posted and/ or sent by email (if available) to the address of the bidder given in the bidding document. Until a formal contract is executed, the letter of acceptance or LOI shall constitute a binding contract</del> The acceptance of an offer is complete as soon as the letter of acceptance or letter of intent is posted and/ or sent by email (if available) to the address of the bidder given in the bidding document <b>and the same is acknowledged by the bidder.</b> Until a formal contract is executed, the letter of acceptance <b>of the bidder or LOI</b> shall constitute a binding contract.</p> <p>i) The bid security of the bidders who's Bids could not be accepted shall be refunded <b><u>within seven (7) days from the date of declaration of the successful bidder</u></b> <del>soon after the contract with the successful bidder is signed and its performance security is obtained.</del></p>	As per RFP.

S. N	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Remarks
109	50	25(e )	<p>Forfeiture of Security Deposit: Security amount in full or part may be forfeited, including interest, if any, in the following cases:-</p> <p>a. When any terms and condition of the contract is breached.</p> <p>b. When the bidder fails to make complete supply as per the scope of tender document.</p> <p>c. if the bidder breaches any provision of code of integrity, prescribed for bidders, specified in the bidding document.</p>	<p>Bidder requests modification: -</p> <p>Forfeiture of Security Deposit: Security amount in full or part may be forfeited, including interest, if any, in the following cases:-</p> <p>a. When any terms and condition of the contract is breached.</p> <p>b. When the bidder fails to make complete supply as per the scope of tender document.</p> <p><del>c. if the bidder breaches any provision of code of integrity, prescribed for bidders, specified in the bidding document.</del></p>	As per RFP.
110	51	26(c )	<p>If the bidder, who's Bid has been accepted, fails to sign a written procurement contract or fails to furnish the required performance security within specified period, the procuring entity shall take action against the successful bidder as per the provisions of the bidding document and Act. The procuring entity may, in such case, cancel the procurement process or if it deems fit, offer for acceptance the rates of lowest or most advantageous bidder to the next lowest or most advantageous bidder, in accordance with the criteria and procedures set out in the bidding document.</p>	<p>Bidder requests modification: -</p> <p>If the bidder, who's Bid has been accepted, fails to sign a written procurement contract <b>on mutually agreed terms and conditions</b> or fails to furnish the required performance security <b>after signing of the contract</b> <del>within specified period</del>, the procuring entity shall take action against the successful bidder as per the provisions of the bidding document and Act. The procuring entity may, in such case, cancel the procurement process or if it deems fit, offer for acceptance the rates of lowest or most advantageous bidder to the next lowest or most advantageous bidder, in accordance with the criteria and procedures set out in the bidding document.</p>	As per RFP.

S. N	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Remarks
111	52	27	<p>c) The procuring entity may impose on bidders and sub-contractors, if there are any for fulfilling the terms of the procurement contract, conditions aimed at protecting information, the disclosure of which violates (a) above.</p> <p>d) In addition to the restrictions specified above, the procuring entity, while procuring a subject matter of such nature which requires the procuring entity to maintain confidentiality, may impose condition for protecting confidentiality of such information.</p>	<p>Bidder requests modification: -</p> <p>c) The procuring entity may impose on bidders and sub-contractors, if there are any for fulfilling the terms of the procurement contract, <b>mutually agreeable</b> conditions aimed at protecting information, the disclosure of which violates (a) above.</p> <p>d) In addition to the restrictions specified above, the procuring entity, while procuring a subject matter of such nature which requires the procuring entity to maintain confidentiality, may impose <b>mutually agreeable</b> conditions for protecting confidentiality of such information.</p>	As per RFP.
112	61	7(b)	Unless otherwise stipulated in the Contract, the scope of supply shall include all such items not specifically mentioned in the Contract but that can be reasonably inferred from the Contract as being required for attaining delivery and completion of the services as if such items were expressly mentioned in the Contract.	<p>Bidder requests modification: -</p> <p><del>Unless otherwise stipulated in the Contract, the scope of supply shall include all such items not specifically mentioned in the Contract but that can be reasonably inferred from the Contract as being required for attaining delivery and completion of the services as if such items were expressly mentioned in the Contract.</del></p>	As per RFP.
113	63	14	The copyright / Intellectual Property Rights (IPR) in all drawings, design documents, source code and other materials containing data and information furnished to the Purchaser by the Supplier/ Selected Bidder herein shall remain vested in the Purchaser.	<p>Bidder requests modification: -</p> <p><b>Subject to the clause on Retained Rights, The</b> copyright / Intellectual Property Rights (IPR) in all drawings, design documents, source code and other materials containing data and information furnished to the Purchaser by the Supplier/ Selected Bidder herein shall remain vested in the Purchaser.</p>	As per RFP.

S. N	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Remarks
114	64	15(f)	The provisions of this clause shall survive completion or termination, for whatever reason, of the Contract.	Bidder requests modification: -  The provisions of this clause shall survive completion or termination, for whatever reason, of the Contract <b>for an additional three (3) years.</b>	As per RFP.
115	64	17	The time specified for delivery in the bidding document shall be deemed to be the essence of the contract and the supplier/ selected bidder shall arrange services within the specified period  Delivery and installation/ completion period may be extended with or without liquidated damages, if the delay in the supply of service is on account of hindrances beyond the control of the supplier/ selected bidder.	Bidder requests modification: -  <del>The time specified for delivery in the bidding document shall be deemed to be the essence of the contract and the supplier/ selected bidder shall arrange services within the specified period</del>  Delivery and installation/ completion period <b>shall</b> may be extended with or without liquidated damages, if the delay in the supply of service is on account of hindrances beyond the control of the supplier/ selected bidder.	As per RFP.
116	66	18(a)	If any proceedings are brought or any claim is made against the Purchaser arising out of the matters referred to above, the Purchaser shall promptly give the supplier/ selected bidder a notice thereof, and the supplier/ selected bidder may at its own expense and in the Purchaser's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim.	What are the proceedings being referred to in this clause? Kindly clarify	As per RFP.

S. N	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Remarks
117	67	19(b)	the aggregate liability of the supplier/ selected bidder to the Purchaser, whether under the Contract, in tort, or otherwise, shall not exceed the amount specified in the Contract, provided that this limitation shall not apply to the cost of repairing or replacing resources, or to any obligation of the supplier to indemnify the Purchaser with respect to patent infringement.	Bidder requests modification: -  the aggregate liability of the supplier/ selected bidder to the Purchaser, whether under the Contract, in tort, or otherwise, shall not exceed the amount <u>received by the supplier/selected bidder in three (3) months preceding the date when the claim first arose</u> specified in the Contract, provided that this limitation shall not apply to <del>the cost of repairing or replacing resources, or to any obligation of the supplier to indemnify the Purchaser with respect to patent infringement.</del>	As per RFP.
118	68	21(c)	Prices to be charged by the supplier/ selected bidder for any related services that might be needed but which were not included in the Contract shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier/ selected bidder for similar services.	Bidder requests modification: -  Prices to be charged by the supplier/ selected bidder for any related services that might be needed but which were not included in the Contract shall be agreed upon in advance by the parties <del>and shall not exceed the prevailing rates charged to other parties by the supplier/ selected bidder for similar services.</del>	As per RFP.
119	68	22(a)	Termination for Default - As per RFP	Bidder requests RISL include verbiage to the effect that a cure period of reasonable time be given to the bidder before invoking termination. In Govt. a resonable time frame is always given as a cure period. Hence this request. Kindly clarify.	As per RFP.

S. N	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Remarks
120	69	22(c)	<p>ii. If the selected bidder fails to deliver any or all quantities of the service within the time period specified in the contract, or any extension thereof granted by RISL; or</p> <p>iii. If the supplier/ selected bidder fails to perform any other obligation under the contract within the specified period of delivery of service or any extension granted thereof; or</p> <p>iv. As on effective date of termination, RISL may pay all the services delivered by the Bidder and accepted by the purchaser, the consideration payable shall be based on service rate as per agreement.</p>	<p>Bidder requests modification: -</p> <p>ii. If the selected bidder fails to deliver any or all quantities of the service within the time period specified in the contract, or any extension thereof granted by RISL; or</p> <p>iii. If the supplier/ selected bidder fails to perform any other obligation under the contract within the specified period of delivery of service or any extension granted thereof; or</p> <p>iv. As on effective date of termination, RISL <b>shall</b> <del>may</del> pay all the services delivered by the Bidder and accepted by the purchaser, the consideration payable shall be based on service rate as per agreement.</p> <p><b>After multiple deliberations this clause was amended as above and incorporated in the last RISL rfps like 3D City Jaipur etc....</b></p>	As per RFP.
121	70	23(b)(d)	That the products and technology delivered to RISL during the contract term or on expiry of the contract duration should not be sold or re-used or copied or transferred by selected bidder to other locations apart from the locations mentioned in the this bidding document without prior written notice and approval of RISL. Supplied hardware, software & documents etc., used by selected bidder for RISL shall be the legal properties of RISL	Bidder requests RISL to clarify the intent behind introduction of this clause. Kindly clarify	As per RFP.
122	71	23(e)	Transfer of Certain Agreement - As per RFP	Bidder requests deletion of the clause.	As per RFP.



S. N	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Remarks
123	73	24(a)	Legal Jurisdiction: All legal proceedings arising out of any dispute between both the parties regarding a contract shall be settled as per the provisions of Arbitration and conciliation act 1996. Further to this if required shall be referred to a competent court having jurisdiction over the place, where agreement has been executed and by no other court, after decision of the standing committee for settlement of disputes.	<p>Bidder requests modification: -</p> <p>Legal Jurisdiction: All legal proceedings arising out of any dispute between both the parties regarding a contract shall be settled as per the provisions of Arbitration and conciliation act 1996. Further to this if required shall be referred to a competent court having jurisdiction over the place, where agreement has been executed and by no other court, after decision <b>of the mutually appointed sole arbitrator</b> <del>standing committee</del> for settlement of disputes.</p>	As per RFP.
124	76	11(2)(d)	The replacement of a resource by the selected agency after deployment shall generally not be allowed. However, replacement will be allowed only in case, the resource leaves the organization by submitting resignation with the present employer/ due to poor health condition (supported by certificate issued by a recognized Doctor)/ in case of Death/ emergency in family/ Client initiated replacement due to unsatisfactory performance/ in special cases based on the approval received from the competent authority. The outgoing resource has to serve for a during of 1 month once replacement / exit is approved by competent authority. During this period the bidder should assign a resource of similar or higher qualification to the project and complete knowledge transfer should be provided to the satisfaction of the purchaser (RISL).	<p>Bidder requests modification: -</p> <p>The replacement of a resource by the selected agency after deployment shall generally not be allowed. However, replacement will be allowed only in case, the resource leaves the organization by submitting resignation with the present employer/ due to poor health condition (supported by certificate issued by a recognized Doctor)/ in case of Death/ emergency in family/ Client initiated replacement due to unsatisfactory performance/ in special cases based on the approval received from the competent authority. <del>The outgoing resource has to serve for a during of 1 month once replacement / exit is approved by competent authority.</del> During this period the bidder should assign a resource of similar or higher qualification to the project and complete knowledge transfer should be provided to the satisfaction of the purchaser (RISL).</p>	As per RFP.

S. N	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Remarks
125	76	11(2)(d)	In case of failure to meet the standards of the purchaser, (which includes efficiency, corporation, discipline, behaviour and/or performance) the selected bidder may be asked to replace the deployed resource within 15 days from the issuance of letter from RISL	Bidder requests modification: -  In case any resource deployed by IA <b>for this project is prima facie guilty of any corrupt or fraudulent act</b> of failure to meet the standards of the purchaser, (which includes efficiency, corporation, discipline, behaviour and/or performance) the selected bidder may be asked to replace the deployed resource within 15 days from the issuance of letter from RISL	As per RFP.
126	77	11(3)	Considering that the deployed resources would have access to confidential and proprietary information of RISL/ its client, the selected bidder shall be required to submit a Non-Disclosure Agreement (NDA), to RISL for every project/ assignment.	Bidder requests RISL to share the format of the NDA.	NDA format shall be provided to the selected Bidder. As per RFP.
127	78	4(a)	An institutional mechanism will be set up for taking decisions regarding requests for changes. The Purchase Committee will set up a Change Control Committee with members from the procurement agency and the selected bidder. If it is unable to reach an agreement, the decision of the Purchase Committee will be final.	Bidder requests modification: -  An institutional mechanism will be set up for taking decisions regarding requests for changes. The Purchase Committee will set up a Change Control Committee with members from the procurement agency and the selected bidder. If it is unable to reach an agreement, the decision of the Purchase Committee will be final. <b><u>Notwithstanding anything contained to the contrary, without a mutually agreed Change Order, bidder shall not be bound to perform any additional services.</u></b>	As per RFP.

S. N	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Remarks
128	83	Annexure 3	<p>I/ We hereby declare that presently our Company/ firm _____, at the time of bidding: -</p> <p>c) is having unblemished record and is not declared ineligible for corrupt &amp; fraudulent practices either indefinitely or for a particular period of time by any State/ Central government/ PSU/ UT.</p> <p>d) does not have any previous transgressions with any entity in India or any other country during the last three years</p> <p>e) does not have any debarment by any other procuring entity</p> <p>g) does not have, and our directors and officers not have been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;</p>	<p>Bidder requests modification: -</p> <p>I/ We hereby declare that presently our Company/ firm _____, at the time of bidding: -</p> <p>c) <del>is having unblemished record and</del> is not declared ineligible for corrupt &amp; fraudulent practices either indefinitely or for a particular period of time by any State/ Central government/ PSU/ UT.</p> <p>d) does not have any previous transgressions with any <b>government</b> entity in India <del>or any other country</del> during the last three <b>(3) months years</b></p> <p>e) <del>does not have any debarment by any other procuring entity</del></p> <p>g) does not have, and our directors and officers not have been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings <b>by a government entity;</b></p> <p><b>After multiple deliberations these clause</b></p>	As per RFP.
129	89	Annexure 6	<p>I/ We hereby agree that the rate quoted by us for each item mentioned in the tender shall remain valid for purchase by RISL for a period of one year and may be extended by 3 months on satisfactory services on same terms and conditions subject to price fall clause.</p>	<p>Bidder requests modification: -</p> <p>I/ We hereby agree that the rate quoted by us for each item mentioned in the tender shall remain valid for purchase by RISL for a period of one year and may be extended by 3 months on satisfactory services <b>on terms and conditions mutually agreeable to both the parties</b> <del>on same terms and conditions subject to price fall clause.</del></p>	As per amended RFP.

S. N	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Remarks
130	NA	NA	Clause to be added	<p>Any increase or decrease in the rates of the applicable taxes or any new levy on account of changes in law shall be to the account of RISL.</p> <p><b>This is very much needed in Govt. rfps. Request you to incorporate the same in this rfp too.</b></p>	As per RFP.
131	NA	NA	Clause to be added	<p>Dependencies: The dependencies on the performance of services beyond the control of either party and where default is due to reasons beyond the control of the selected bidder or due to reasons attributable to RISL or third parties, the selected bidder would not be penalized. For example, if uptime of a particular equipment/ application is desired and this is due to non-availability of power (which is out of scope of work of the selected bidder), then the time period during which a service was unavailable due to non-availability of power would be removed while calculating the uptime.</p> <p><b>After multiple deliberation with the department, this clause was present in RISL last rfps like E-Sanchaar etc.. Kindly include this clause in this rfp also.</b></p>	As per RFP.

S. N	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Remarks
132	NA	NA	Clause to be added	Services and/or deliverables shall be deemed to be fully and finally accepted by RISL in the event when RISL has not submitted its acceptance or rejection response in writing to Bidder within 15 days from the date of installation/commissioning or when RISL uses the Deliverable in its business, whichever occurs earlier. Parties agree that Bidder shall have 15 days time to correct in case of any rejection by Client.	As per RFP.
133	NA	NA	Clause to be added	Each Party owns, and will continue to own all right, title and interest in and to any inventions however embodied, know how, works in any media, software, information, trade secrets, materials, property or proprietary interest that it owned prior to this Agreement, or that it created or acquired independently of its obligations pursuant to this Agreement, including all data, material, etc. (collectively, "Retained Rights"). All Retained Rights not expressly transferred or licensed herein are reserved to the respective owner	As per RFP.
134	NA	NA	Clause to be added	The bidder shall have the right to terminate the contract in the event any undisputed amount remains unpaid for a period exceeding 15 days.	As per RFP.
135	40	8	When the bidder does not execute the agreement, if any, after placement of supply/ work order within the specified period;	Bidder requests modification: -  when the bidder does not execute the agreement <b>subject to acceptance of Deviations proposed</b> , if any, after placement of supply/ work order within the specified period;	As per RFP.

S. N	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Remarks
136	33	6.(ii)	Indicative manpower requirement for this project is mentioned below. However, in order to meet the project requirement and timelines, the bidder is expected to deploy additional manpower at no extra cost. The bidder is required to submit the resources details to be deployed as per Annexure-13 (Resume format of Manpower Resources to be Deployed for EESL Unified portal).	<p>Bidder requests modification: -</p> <p>Indicative manpower requirement for this project is mentioned below. However, in order to meet the project requirement and timelines, the bidder is expected to deploy additional manpower at <del>no</del> extra cost. The bidder is required to submit the resources details to be deployed as per Annexure-13 (Resume format of Manpower Resources to be Deployed for EESL Unified portal).</p>	As per RFP.
137	34	6.(ii)	Implementation Support Team has to be deployed within 10 days from the date of issue of work order. FRS / SRS study should start after 2 days from the date of issue of work order.	<p>Bidder requests modification: -</p> <p>Implementation Support Team has to be deployed within <del>10</del> <b>30</b> <del>10</del> <b>Working</b> days from the date of issue of work order. FRS / SRS study should start after <del>2</del> <b>30 Working</b> days from the date of issue of work order.</p> <p>This is very much needed for a smooth execution of the project. It is very difficult to find resources in sub-metro geo like jaipur. Hence this request.</p>	As per RFP.
138	36	8.(a)	<p>Design, Development, Deployment of unified portal of EESL (180 days)&gt;&gt;70% of Package A</p> <p>Deployment, training, customisation, final documentation&gt;&gt; (t1+180 days)&gt;&gt;20% of package A</p> <p>10% bal of Package a &gt;&gt; along with quarterly payments in equal installments</p> <p>Payment Quarterly Arrears</p>	<p>Bidder requests modification: -</p> <p>Design, Development, Deployment of unified portal of EESL (180 days)&gt;&gt;<del>70</del> <b>85</b> % <del>70</del>% of Package A</p> <p>Deployment, training, customisation, final documentation&gt;&gt; (t1+180 days)&gt;&gt; <del>20</del> <b>20</b>% of package A</p> <p><del>10% bal of Package a &gt;&gt; along with quarterly payments in equal installments</del></p> <p>Payment <del>Quarterly</del> <b>Monthly</b> Quarterly Arrears</p>	As per amended RFP.

S. N	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Remarks
139	41	9(8)( j)	Notice will be given to the bidder with reasonable time before bid security deposited is forfeited	Bidder requests modification: -  Notice will be given to the bidder with reasonable time <b>not less than 30 days</b> before bid security deposited is forfeited	As per RFP.
140	49	24	50% of the quantity of the individual items and 50% of the value of original contract in case of works; and	<del>50-20%</del> of the quantity of the individual items and <del>20%</del> 50% of the value of original contract in case of works; and	As per RFP.
141	50	25	Forfeiture of Security Deposit: Security amount in full or part may be forfeited, including interest, if any, in the following cases:- a. When any terms and condition of the contract is breached. b. When the bidder fails to make complete supply as per the scope of tender document	Bidder requests modification: -  Forfeiture of Security Deposit: Security amount in full or part may be forfeited, including interest, if any, in the following cases:- a. When any <b>material</b> terms and condition of the contract is breached <b>&amp; not cured within 30 days after notifying the same to bidder.</b> b. When the bidder fails to make complete supply as per the scope of tender document	As per RFP.

S. N	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Remarks
142	66	17 Extention in Delivery Period and Liquidated Damages	<p>Delay up to one fourth period of the prescribed period of delivery, successful installation and completion of work 2.5 %</p> <p>b. Delay exceeding one fourth but not exceeding half of the prescribed period of delivery, successful installation and completion of work 5.0 %</p> <p>c. Delay exceeding half but not exceeding three fourth of the prescribed period of delivery, successful installation and completion of work 7.5 %</p> <p>d. Delay exceeding three fourth of the prescribed period of delivery, successful installation and completion of work 10.0 %</p> <p>The maximum amount of liquidated damages shall be 10% of the contract value.</p>	<p>Bidder requests modification: -</p> <p>Delay up to one fourth period of the prescribed period of delivery, successful installation and completion of work <del>2.5</del> <b>1%</b></p> <p>b. Delay exceeding one fourth but not exceeding half of the prescribed period of delivery, successful installation and completion of work <del>5.0</del> <b>2%</b></p> <p>c. Delay exceeding half but not exceeding three fourth of the prescribed period of delivery, successful installation and completion of work <del>7.5</del> <b>3%</b></p> <p>d. Delay exceeding three fourth of the prescribed period of delivery, successful installation and completion of work <del>10.0</del> <b>5%</b></p> <p><del>The maximum amount of liquidated damages shall be 10% of the contract value.</del></p>	As per RFP.
143	68	22. (a)	<p>The tender sanctioning authority of RISL may, without prejudice to any other remedy for breach of contract, by a written notice of default of at least 30 days sent to the supplier/ selected bidder, terminate the contract in whole or in part: -</p> <p>d. If the supplier/ selected bidder commits breach of any condition of the contract.</p>	<p>Bidder requests modification: -</p> <p>The tender sanctioning authority of RISL may, without prejudice to any other remedy for breach of contract, by a written notice of default of at least 30 days sent to the supplier/ selected bidder, terminate the contract in whole or in part: -</p> <p>d. If the supplier/ selected bidder commits <b>material</b> breach of any condition of the contract.</p>	As per RFP.



S. N	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Remarks
144	69	22. (c)	30 days advance notice	Bidder requests modification: - <del>30</del> <b>90</b> days Advance notice	As per RFP.
145	74	11. 1	It may be also be noted that the time schedule for each milestone shown in the table above would be enforced independently, even though some of them are inter-dependent. This would have a cascading effect of penalties for delays in all other milestones dependent on the precedent milestone. Any delay in the approval of the deliverable(s) submitted by the IA to RISL shall not account for the delay on IA's part	Bidder requests deletion of this clause	As per RFP.
146	75	11. 2b	2500/- per days (Max 25000/-)  In case, if selected bidder fails to resolve the issue(s) within 10 calendar days, it may be considered as breach of contract. <input checked="" type="checkbox"/> Time shall be calculated from the issue logged into the issue tracker system. <input checked="" type="checkbox"/> Maximum Penalty applicable would be capped to 10% of respective order value, beyond which it may be treated as breach of contract leading to the Termination for Default.	Bidder requests modification: -  <del>1000</del> <b>1000</b> /- 2500/- per days (Max <del>25000</del> <b>2500</b> /- 25000/-)  In case, if selected bidder fails to resolve the issue(s) within 10 calendar days, it may be considered as breach of contract . <input type="checkbox"/> Time shall be calculated from the issue logged into the issue tracker system. <input type="checkbox"/> Maximum Penalty applicable would be capped to <del>3%</del> <b>3%</b> +0% of respective <b>Monthly</b> order value, beyond which it may be treated as breach of contract leading to the Termination for Default.	As per amended RFP.
147	75	11. 2c	Further, if the Leave exceeds continuously over 3 Days, the Bidder will be required to provide a substitute of same or higher qualification and proper knowledge transfer must be provided by the resource to their substitute. Leave accrued, if any, shall be carried forward to the next quarter, subject to a maximum of 18 Leave. In case, total number of leave exceeds the maximum allowed leave in any quarter, penalty shall be levied as follows	Bidder requests modification: -  Further, if the Leave exceeds continuously over <del>3</del> <b>5 working</b> Days, the Bidder will be required to provide a substitute of same or higher qualification and proper knowledge transfer must be provided by the resource to their substitute. Leave accrued, if any, shall be carried forward to the next quarter, subject to a maximum of 18 Leave. In case, total number of leave exceeds the maximum allowed leave in any quarter, penalty shall be levied as follows	As per amended RFP.

S. N	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Remarks
148	76	11. 2c	Penalty Per Day of absence : One-day Salary plus Rs.2000/-	Bidder requests modification: -  One-day Salary plus <del>2000</del> <b>500</b> per day	As per amended RFP.
149	76	11. 2d	Penalty for attrition of key resources during the project duration: Selected Bidder shall make sure that the key personnel involved in the development, operation and maintenance of the software solution are designated to the project for the entire project duration. In case, any key person listed above has to leave the project, the following penalties shall be applicable: <input checked="" type="checkbox"/> Within Three (3) Months - Rs. 25,000 (Rupees Twenty Five Thousand only) per resource. <input checked="" type="checkbox"/> Within Six (6) Months - Rs. 20,000 (Rupees Twenty Thousand only) per resource. <input checked="" type="checkbox"/> Within Nine (9) Months - Rs. 15,000 (Rupees Fifteen Thousand only) per resource. <input checked="" type="checkbox"/> Within Twelve (12) Months - Rs. 10,000 (Rupees Ten Thousand only) per resource.	Bidder requests modification: -  Penalty for attrition of key resources during the project duration: Selected Bidder shall make sure that the key personnel involved in the development, operation and maintenance of the software solution are designated to the project for the entire project duration. In case, any key person listed above has to leave the project, the following penalties shall be applicable: <input checked="" type="checkbox"/> Within Three (3) Months - Rs. <del>7000</del> <b>25,000</b> (Rupees Twenty Five Thousand only) per resource. <input type="checkbox"/> Within Six (6) Months - <del>5000</del> <b>Rs. 20,000</b> (Rupees Twenty Thousand only) per resource. <input type="checkbox"/> Within Nine (9) Months - <del>3000</del> <b>Rs. 15,000</b> (Rupees Fifteen Thousand only) per resource. <input type="checkbox"/> Within Twelve (12) Months - <del>Rs. 1000</del> <b>10,000</b> (Rupees Ten Thousand only) per resource.	As per RFP.
150	17	4	Annexure-9 for each project reference, AND {Work Completion Certificates from the client; OR Work Order + Phase Completion Certificate from the client showing acceptance of the solution}}	Since we are bound by confidentiality obligations with respect to all the cases we have done for similar experience, we would be unable to share any customer documents (work order/agreement etc), hence please allow us to share self-certificate / declaration signed by authorized signatory/company secretary to show past experience in place of Work Order & Customer Certificate	As per amended RFP.

S. N	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Remarks
151	29	5.1.3 (b)	Bidder will have to arrange all relevant logistics (like training hall, computer laboratory, lunch) for conducting these training for 1500 participants.	It is suggested that the training hall (like training hall, computer laboratory, lunch) for conducting these training for 1500 participants must be provided by the Purchaser (except for Training material and Instructor) as it would very difficult to arrange the same for large no of participants by the Service Provider.	As per RFP.
152	29	5.1.3 (b)	Training through video conferencing for every version in the application	It is understood that the VC infra shall be provided by the Purchaser along with all other requirements except for training material & instructor. Please confirm	As per amended RFP.
153	30	5.1.4	Shall perform ongoing day-to-day changes and enhancements to application, on-site, as per the need/ requirement of RISL/ EESL.	It is understood that the changes shall be undertaken by the Support Team provided by IA during the O&M Period after mutual discussions between the Purchaser & IA.	As per amended RFP.
154	30	5.1.4	Changes in fields, new reports and adding of new fields and other such tasks will not account for a change request and has to be developed at no extra cost by the bidder.	It is suggested that there should be a cap on such changes being sought by the purchaser from IA.	As per amended RFP.
155	17	4.1.2	Average Annual Turnover of the bidder from IT/ ITeS during the last three financial years, i.e., from 2014-2015, 2015-2016 and 2016-2017 (as per the last published audited balance sheets), should be at least Rs.10 Crore	We request the department to modify the clause as per below:-  Average Annual Turnover of the bidder from IT/ ITeS during the last three financial years, i.e., from 2014-2015, 2015-2016 and 2016-2017 (as per the last published audited balance sheets), should be at least Rs.100 Crore.	As per RFP.

S. N	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Remarks
156	17	4.1.4	<p>The bidder must have successfully completed at least ONE e-Governance project including design, development/ customization &amp; maintenance of Application software to any state/ central government organization/ PSU's only in India having not less than the amount Rs.2 Crores during the period 01-Apr-2014 to 31-Mar-17.</p> <p>OR</p> <p>The bidder must have successfully completed at least TWO e-Governance projects including design, development/ customization &amp; maintenance of Application software to any state/ central government organization/ PSU's only in India of cumulative amount Rs. 2.5 Crore during the period 01-Apr-2014 to 31-Mar-17.</p>	<p>We request the department to modify the clause as per below:-</p> <p>The bidder must have successfully completed at least ONE e-Governance project including design, development/ customization &amp; maintenance of Application software to any state/ central government organization/ PSU's only in India having not less than the amount <b>Rs.6</b> Crores during the period 01-Apr-2014 to 31-Mar-17.</p> <p>or</p> <p>The bidder must have successfully completed at least TWO e-Governance projects including design, development/ customization &amp; maintenance of Application software to any state/ central government organization/ PSU's only in India of cumulative amount <b>Rs. 4.5</b> Crore during the period 01-Apr-2014 to 31-Mar-17.</p>	As per amended RFP.
157	17	4.1.5	<p>The Bidder must possess at the time of Bidding, a valid SEI CMMi level 3 certification. Applied for SEI CMMi level 3 certification will not be considered.</p>	<p>The Bidder must possess at the time of Bidding, a valid SEI CMMi level <b>5</b> certification. Applied for SEI CMMi level <b>5</b> certification will not be considered.</p>	As per RFP.

S. N	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Remarks
158	17	4. PRE-QUALIFICATION/ ELIGIBILITY CRITERIA Point 4- Technical capability	The bidder must have successfully completed at least ONE e-Governance project including design, development/ customization & maintenance of Application software to any state/ central government organization/ PSU's only in India having not less than the amount Rs.2 Crores during the period 01-Apr-2014 to 31-Mar-17. OR The bidder must have successfully completed at least TWO e-Governance projects including design, development/ customization & maintenance of Application software to any state/ central government organization/ PSU's only in India of cumulative amount Rs. 2.5 Crore during the period 01-Apr-2014 to 31-Mar-17.	We request you to kindly amend the point as under: The bidder must have successfully completed at least <b>ONE e-Governance turnkey project</b> on CAPEX/BOOT Model including design, development/ customization & maintenance of Application software to any state/ central government organization/ PSU's only in India having not less than the amount <b>Rs. 3 Crores (excluding Hardware, implementation, Data digitization and FMS/ IT managed services)</b> during the period 01-Apr-2014 to 31-Mar-17. OR The bidder must have successfully completed at least <b>TWO e-Governance turnkey projects</b> on CAPEX/BOOT Model including design, development/ customization & maintenance of Application software to any state/ central government organization/ PSU's only in India of cumulative amount <b>Rs. 3.5 Crore (excluding Hardware, implementation, Data digitization and FMS/ IT managed services)</b> during the period 01-Apr-2014 to 31-Mar-17. Note: Bidder has to submit certificate from	As per amended RFP.
159	17	4. PRE-QUALIFICATION/ ELIGIBILITY CRITERIA Point 5- Certifications	The Bidder must possess at the time of Bidding, a valid SEI CMMi level 3 certification. Applied for SEI CMMi level 3 certification will not be considered.	We request you to kindly amend the clause as under: The Bidder must possess at the time of Bidding, a valid SEI CMMi level 3 certification and ISO 9001:2015 or above. Applied for SEI CMMi level 3 certification will not be considered.	As per RFP.
160	28	13 Safe to host	It will be the responsibility of the bidder to conduct the security audit. Audits can be internal and external. Based on the submitted reports/suggested changes, the selected bidder shall make the required changes to the application and incorporate the suggestions at no extra cost.	Please confirm if the bidder is required one time Security Audit or on yearly basis.	As per amended RFP.

S. N	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Remarks
161	29	5.1.3 Training and Capacity Building (b)	Bidder will have to arrange all relevant logistics (like training hall, computer laboratory, lunch) for conducting these training for 1500 participants.	As per clause we assume that training is to be conducted at multiple locations or at single location- Jaipur.	As per amended RFP.
162	2.5 Point 4, D, Page No. 13		Integration with SAP	How would you like us to enable integration with SAP? SAP PI, MAPI, Web Services etc.,?	As per amended RFP.
163	2.5 Point 4, E, Page No. 13		All the integration has to be done through Enterprise Service Bus (ESB)	Do you already have an ESB in place? Or implementing an ESB is part of scope? If so, do you have any conditions based on which ESB should be selected?	As per amended RFP.
164	5.1, 5 and 5.4, Page No. 19	Scope of Work/ Technical Solution	Geo-tagging of last mile deliverable locations and Waypath	We see that ESRI (ArcGIS) is the preferred GIS provider. Do you have the required licenses to use Javascript APIs for navigation purposes and hosting the same in your server (backend)?	As per amended RFP.
165	5.1, 5, Page No. 19	Scope of Work	Mobile App	What is the mode of authentication for the Employees (Stakeholders)? Do you have an internal LDAP which is available over public internet?	As per amended RFP.
166	5.1.2, Page No. 22	e) Dashboard for each Scheme	GIS based SVG Images	Please clarify GIS and SVG images	As per amended RFP.
167	5.1.2, Page No. 26,	Point No. 8,	Data Analytics	What is frequency of data refresh in the analytics is desired?	As per amended RFP.
168	5.1.2, Page No. 26,	Point No. 9, General Requirements	Support Multiple Languages (all the labels in the form should change according to the language)	Please confirm what are the multiple languages support required?	As per amended RFP.
169	5.1.2, Page No. 26,	Point No. 9, General Requirements	BI Reports and Dashboard	Please specify number of BI reports & Dashboards need to be delivered and part of RFP Scope	As per amended RFP.
170	5.1.2, Page No. 26,	Point No. 9, General Requirements	BI Reports and Dashboard	What are the estimated numbers of user base who would be accessing the BI & DW solution? Also, what is the expected concurrency?	The required estimation can be during the SRS phase of the project

S. N	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Remarks
171	5.1.2, Page No. 26,	Point No. 9, General Requirements	BI Reports and Dashboard	Please let us know about the daily/monthly/yearly average volume of data in terms of GB / TB residing in source application for different modules/departments.	As per amended RFP.
172	5.4, Page No. 31	Technical Solution	Work Light	You have prescribed us to use Work Light (IBM MobileFirst). Please confirm if you have latest version of MobileFirst.	As per amended RFP.
173	5.4, Page No. 31	Technical Solution	Work Light	What is your preferred approach for developing mobile apps in IBM MobileFirst? - Native or Hybrid? Native will have comparatively additional effort than Hybrid. Please confirm.	As per amended RFP.
174	Page 31	5.4 Technical Solution	<input type="checkbox"/> Software Development - .Net and Database Oracle. <input type="checkbox"/> Mobile Technology – All the mobile development has to be done in Work Light <input type="checkbox"/> GIS Map – ESRI	Please clarify if it is mandatory to follow the given tech stack or can we propose other open source technologies like Java/J2EE? Please also clarify about Database preference.	As per amended RFP.
175				Please clarify if the system s/w and h/w is provided by the RISL or are to be considered by the bidder.	As per amended RFP.
176	5.5, Page No. 32	Existing system devel	EESL Mobile Application	Do you have the source code for these current apps? What is the technology used for the development of the same?	Yes. As per amended RFP.
177	Annexure 12, Page No. 106	Indicative Manpower	Technology Platform: SAS / Qlikview / Tableau / Teradata hortonworks Hadoop	Please confirm BI & Analytics technology platform specific as per RFP or vendor can propose other BI & Analytics tools also.	May be decided during the SRS phase of the project.
178	Page 17 of 114	PRE-QUALIFICATION / ELIGIBILITY CRITERIA  Point No. 4 Technical Capability	“The bidder must have successfully completed at least ONE e-Governance project including design, development / customization & maintenance of Application software to any state / central government organization / PSU’s only in India having not less than the amount Rs.2 Crores during the period 01-Apr-2014 to 31-Mar-17.”	Q1. We have been awarded a project on 27.09.2013 and the duration of the project is upto Jan 2018. Currently it is under O&M phase. Can we show this experience?	As per amended RFP.

S. N	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Remarks
179	Page 17 of 114	PRE-QUALIFICATION / ELIGIBILITY CRITERIA  Point No. 4 Technical Capability	"The bidder must have successfully completed at least ONE e-Governance project including design, development / customization & maintenance of Application software to any state / central government organization / PSU's only in India having not less than the amount Rs.2 Crores during the period 01-Apr-2014 to 31-Mar-17."	Q2. The value of Rs. 2 Cr is including tax or without tax?	As per amended RFP.
180	Page 17 of 114	PRE-QUALIFICATION / ELIGIBILITY CRITERIA  Point No. 4 Technical Capability	"The bidder must have successfully completed at least ONE e-Governance project including design, development / customization & maintenance of Application software to any state / central government organization / PSU's only in India having not less than the amount Rs.2 Crores during the period 01-Apr-2014 to 31-Mar-17."	Q3. We have executed a similar work as an associate partner. It should be allowed. Necessary Document will be provided with Bid Documents.	As per amended RFP.
181	Page 31 of 114	5.4 Technical Solution	"It is proposed that the development needs to done in the following technology: ☐ Software Development - .Net and Database Oracle."	Why we are restricting to dot net only. We should allow Java Technology also.	As per amended RFP.
182	Page 17 of 114	PRE-QUALIFICATION / ELIGIBILITY CRITERIA  Point No. 4 Technical Capability	"The bidder must have successfully completed at least ONE e-Governance project including design, development / customization & maintenance of Application software to any state / central government organization / PSU's only in India having not less than the amount Rs.2 Crores during the period 01-Apr-2014 to 31-Mar-17."	Q1. The value of Rs. 2 Cr is including tax ?	As per amended RFP.
183	Page 17 of 114	PRE-QUALIFICATION / ELIGIBILITY CRITERIA  Point No. 4 Technical Capability	"The bidder must have successfully completed at least ONE e-Governance project including design, development / customization & maintenance of Application software to any state / central government organization / PSU's only in India having not less than the amount Rs.2 Crores during the period 01-Apr-2014 to 31-Mar-17."	Q2. We have executed a similar work was sublet by our associate partner. Let us know this experience can be consider.	As per amended RFP.
184	Page 17 of 114	PRE-QUALIFICATION / ELIGIBILITY CRITERIA		Q3. As per tender document consortium is not allowed. Please let us know if it allowed. If not please allow	As per amended RFP.



S. N	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Remarks
185	13	2.5. Brief Technical Solution Requirements and Scope of Work	4. The project scope involves study, design, development, testing, integration and implementation of Unified Portal of EESL for various schemes to be used by EESL, Vendors, and Citizens. The selected bidder shall perform the following activities: <input checked="" type="checkbox"/> Integration with SAP for <b>ii. User Management</b>	We request to provide the following user level details: 1. What is the total number of internal users? 2. What is the total number of public users? 3. What is the total number of concurrent users? 4. What is the total numbers of Editing Users?	The requirement can be collected during the SRS phase of the project.
186	13	2.5. Brief Technical Solution Requirements and Scope of Work	4. The project scope involves study, design, development, testing, integration and implementation of Unified Portal of EESL for various schemes to be used by EESL, Vendors, and Citizens. The selected bidder shall perform the following activities:  d. Integration of the Unified Portal of EESL for various schemes	We request RISL to provide the below information - a) Will SSO (Single Sign on) application be responsible for intergrated application user management as Top layer ? b) Are all the application users of same domain? c) SAP application has own inbuilt user Management. How sap user management will be overrulled by SSO ?	The requirement may be finalized during the SRS phase of the project.
187	26	5.1.2 Unified Portal for EESL Development Phase	5. Mobile Application Geo-tagging of last mile deliverable locations and Waypath	We assume that Primary survey is not part of scope of work. Is Department expecting to use mobile application to geo-tagging with Google Map services ? Also specify the details of GIS data which has to be overlay with google map service for geo tagging in Mobile Application. Please confirm.	As per amended RFP.
188	31	5.4 Technical Solution	It is proposed that the development needs to done in the following technology: GIS Map – ESRI	Do bidders needs to procure ESRI license for the solution? Please clarify.	As per amended RFP.

S. N	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Remarks
189	26	5.1.2 Unified Portal for EESL Development Phase	6. Website of EESL - Media Corner	Is Department expecting to store any social media content also in the application ? Please specify.	As per amended RFP.
190	13	2.5. Brief Technical Solution Requirements and Scope of Work	3. Integration – Plug-ins All existing reports in the existing software should be available in the new software	How Many published reports are there in the existing application ? Does these existing reports are available as web service?	As per amended RFP.
191	12	2.3. Project Benefits	2. EESL a. Centralized Dashboard for various programmes with advanced search capabilities	Shall the search be categorized with Basic/Advance search modules ? What are the possible search parameters in the advance search module ? Should the search options be configurable ? For ex: will the search option vary from scheme to scheme or products to products ?	As per amended RFP.
192	20	5.1.2 Unified Portal for EESL Development Phase	1. Preparation of FRS, SRS & Design Document Scalable solution	We request to please specify the followings of the developed application: <ul style="list-style-type: none"> <li>• Target average and peak performance (response time)</li> <li>• Target average and peak load (i.e. users, message volumes, etc.).</li> <li>• Acceptable limits for performance and scalability.</li> </ul>	The requirement may be finalized during the SRS phase of the project.
193	23	5.1 Scope of Work:  5.1.2 Unified Portal for EESL Development Phase:	3. Integration – Plug-ins  Payment Gateway/ E-wallets	We understand that there will be only one (1) payment gateway application to be integrated with the envisaged system.  Please confirm.	As per amended RFP.

S. N	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Remarks
194	24	5.1 Scope of Work: 5.1.2 Unified Portal for EESL Development Phase:	4. HR Management Software ☑ Attendance o Using Biometric Aadhar based <b>Authentication.</b>	We request to please specify the following:  <ul style="list-style-type: none"> <li>• The level of security</li> <li>• Options for Authorizations if any</li> <li>• The security model and access design strategy</li> </ul>	As per amended RFP.
195	25	5.1 Scope of Work: 5.1.2 Unified Portal for EESL Development Phase:	5. Mobile Application	We request you to specify the platform i.e. Android/ Windows etc.  We assume that the mobile application will provide information in online mode to the authorized users only.	As per amended RFP.
196	27	5.1 Scope of Work: 5.1.2 Unified Portal for EESL Development Phase:	10. Data Migration of Schemes	We request RISL to provide the following details - Existing Application Structure, Existing data volume, format, Scanned files, reports and documents type and list.  For Data Migration activity, since selected bidder will have to coordinate with various department officials. So, the delay in response from the departments should not be counted in delay of SI deliverables.	As per amended RFP.
197	28	5.1 Scope of Work: 5.1.2 Unified Portal for EESL Development Phase:	12. User Acceptance Testing (UAT)	We request RISL to the acceptance criteria and accuracy requirement for the application  We understand that development of the envisaged system will be carried at selected bidder's premises. Though, UAT can be done at EESL/ RISL provided premises.	As per RFP.

S. N	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Remarks
198	27	5.1 Scope of Work:  5.1.2 Unified Portal for EESL Development Phase:	9. General Requirements  The <b>Web Application</b> must facilitate, from the day one for automatically sending the required details / alerts / information through email to various stakeholders through the existing e-Mail Gateway of GoR (NIC mail).	We understand that the application to be created is a Web Application which can be run on various browsers present. Kindly confirm with which minimum version of browsers, the compatibility of the application should be provided.  Kindly define the various roles of user, define their interactions and their review-approval mechanism in the system.  Kindly share a needful FRS regarding the role based User Management, Access Management, and Dashboard.	As per RFP.
199	29	5.1.3 Training and Capacity Building:	a. Pre-Training Activities: Preparation of Training Kit (English and two other languages)	We request RISL to define the two other languages for preparation of Training Kit.	As per amended RFP.
200	40	8) Bid Security	h) The bid security of unsuccessful bidders shall be refunded soon after final acceptance of successful bid and signing of Agreement and submitting performance security.	We request to return Unsuccessful Bidder's EMD within 15 days after the selection of Successful Tenderer.  We request you to kindly confirm	As per RFP.
201	48	21) Acceptance of the successful Bid and award of contract	g) As soon as a Bid is accepted by the competent authority, its written intimation shall be sent to the concerned bidder by registered post or email and asked to execute an agreement in the format given in the bidding documents on a non-judicial stamp of requisite value and deposit the amount of performance security or a performance security declaration, if applicable, within a period specified in the bidding documents or where the period is not specified in the bidding documents then within fifteen days from the date on which the letter of acceptance or letter of intent is dispatched to the bidder.	For furnishing Security Deposit in form of Performance Bank Guarantee of large amounts, any banks take minimum 10 days of time, which is preceded by review of contractual documents/LoI by Organization's internal team. Hence we request RISL to kindly allow 30 working days for submission of the security deposit, after receipt of Letter of Intent (LOI)  We request you to kindly confirm	As per RFP.

S. N	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Remarks
202	64	17) Extension in Delivery Period and Liquidated Damages (LD)	d) In case of extension in the delivery and/ or installation/ completion/ commissioning period is granted with full liquidated damages, the recovery shall be made on the basis of following percentages of value of service which the supplier/ selected bidder has failed to supply/ install/ complete	<p>We request you to amend the clause as under -</p> <p><b>a.</b> Delay up to one fourth period of the prescribed period of delivery, successful installation and completion of work - 0.25 %</p> <p><b>b.</b> Delay exceeding one fourth but not exceeding half of the prescribed period of delivery, successful installation and completion of work 0.5 %</p> <p><b>c.</b> Delay exceeding half but not exceeding three fourth of the prescribed period of delivery, successful installation and completion of work 1 %</p> <p><b>d.</b> Delay exceeding three fourth of the prescribed period of delivery, successful installation and completion of work 2 %</p> <p>The maximum amount of liquidated damages shall be <b>2%</b> of the contract value.</p> <p>We request you to kindly confirm</p>	As per RFP.

S. N	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Remarks
203	74	2. Service Level Standards/ Requirements/ Agreement	b) Penalty for Non-timely completion of Task/ activities related to resolving bugs:	<p>We request you to amend the clause as under -</p> <p>1) Time taken for urgent issues (impacting the system and EESL business) - Within same day of lodging of complaint (within office hours) - No penalty</p> <p>2) Time taken for urgent issues (impacting the system and EESL business) &gt;One day Rs.500/- per day. (Max. 2500/-)</p> <p>3) For Issues / Changes / Suggestions - Timelines has to be submitted by the bidder. This timeline will then be evaluate by the tendering authority - Penalty post the final timelines will be as per 2(b).</p> <p>We request you to kindly confirm</p>	As per amended RFP.
204	75	2. Service Level Standards/ Requirements/ Agreement	c) Penalty for Non-Availability of deployed Personnel/ Resources	<p>We request you to amend the clause as under -</p> <p>In case, total number of leave exceeds the maximum allowed leave in any quarter, penalty shall be levied as follows:</p> <p>1. Implementation Support Team - Rs.1000/-</p> <p>We request you to kindly confirm</p>	As per amended RFP.

S. N	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Remarks
205	76	2. Service Level Standards/ Requirements/ Agreement	d) Penalty for Replacement / Exit of a Resource  iv. Penalty for attrition of key resources during the project duration:	<p>We request you to amend the clause as under -</p> <p>Selected Bidder shall make sure that the key personnel involved in the development, operation and maintenance of the software solution are designated to the project for the entire project duration. In case, any key person listed above has to leave the project, the following penalties shall be applicable:</p> <ul style="list-style-type: none"> <li>• Within Three (3) Months - Rs. 5,000 (Rupees Five Thousand only) per resource.</li> <li>• Within Six (6) Months - Rs. 3,000 (Rupees Three Thousand) resource.</li> <li>• Within Nine (9) Months - Rs. 2,000 (Rupees Two Thousands ) per resource.</li> <li>• Within Twelve (12) Months - Rs. 1000 (Rupees One Thousand only) per resource.</li> </ul>	As per amended RFP.
206	General Query	Change Request	Additional Services	<p>In case, the scope of work changes to an extent that it brings substantial impact on Bidder's time and effort, request you to include Change Request Management Clause against increase or decrease the quantity of required services.</p> <p>We request you to kindly confirm.</p>	As per RFP.

S. N	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Remarks
207	General Query	GCC & SCC	General Condition of Contract & Special Condition of Contract	<p>We request to keep provision of contractual clause discussion (GCC &amp; SCC) and change in any clause with mutual consent during negotiation and contract signing stages.</p> <p>We request you to kindly confirm.</p>	As per RFP.
208	General Query	Service Level Agreement	Service Level Agreement	<p>We request to keep provision Service Level Agreement and change in any clause with mutual consent during negotiation and contract signing stages</p> <p>We request you to kindly confirm</p>	As per RFP.
209	General Query	Functional Requirements (FRs) and Non-Functional Requirements	Functional Requirements (FRs) and Non-Functional Requirements	<p>The application scope doesn't contain any Functional Requirements (FRs) and Non-Functional Requirements (NFRs). Request to elaborate the FRs and NFRs components so as to make the solution more robust and scalable. This is required to estimate the project size and optimal designing perspective.</p>	As per RFP.
210	General Query	Data Backup	Data Backup	<p>We request you to kindly share the information related to Data Backup and Disaster Recovery mechanism. Also, specify if department already has a mechanism for data back up?</p>	As per amended RFP.
211	General Query	Security compliances	Security compliances	<p>Please share the needful information for the security compliances or Security Audit for the system.</p> <p>Please provide details pertaining to Application Security and Database Security.</p>	As per amended RFP.



S. N	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Remarks
212	General Query	Integration with multiple applications	Integration with multiple applications	<p>As per our understanding every application has its own user management. In SSO the user management credentials has to be passed through every existing applications and necessary changes is to be done. Do bidders will be responsible to do necessary change ?</p> <p>Are these existing application servers are in single location or multiple. Please specify the details regarding numbers, volume of physical servers VM .</p> <p>Please confirm.</p>	As per RFP.
213	General Query	Web/ Desktop GIS Solution	Web/ Desktop GIS Solution	Is department expecting only web based integrated GIS Solution or desktop GIS Solution to modify / Pre processing Survey GIS Data ?	As per RFP.
214	General Query	Spatial Data Infrastructure	Spatial Data Infrastructure	<p>Request you to elaborate the existing condition of State Spatial Data Infrastructure. Is the data and metadata needed to be incorporated in the envisaged GIS Systems ready?</p> <p>Does that state has the necessary hosting environment for Supporting a Desktop GIS Software with large size data?</p> <p>Request you to kindly provide some clarity on the above points.</p>	The requirement may be finalized during the SRS phase of the project.

S. N	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Remarks
215	33	6. PROJECT DURATION AND INDICATIVE MANPOWER	<p>i. The expected Contract/ Project Period shall commence from the date of issue of work order and will be for 5 years:</p> <p>ii. It is the responsibility of selected bidder to scale up the support and maintenance team as and when required to ensure smooth execution of the project throughout the project duration.</p>	<p>We understand that number of resources as asked in RFP to be deployed are indicative only and nowhere restricts the bidder to go no. of resources as specified in RFP. Bidder can propose no. of resources as per proposed solution as list of manpower in RFP are not binding on bidder. Please confirm.</p>	As per amended RFP.
216	33	6. PROJECT DURATION AND INDICATIVE MANPOWER	<p>i. The expected Contract/ Project Period shall commence from the date of issue of work order and will be for 5 years:</p> <p>ii. It is the responsibility of selected bidder to scale up the support and maintenance team as and when required to ensure smooth execution of the project throughout the project duration.</p>	<p>Since is a L1 based bid, RajCOMP should not stress on number of resources to be deployed as SLA are already covered for non-performance. Our understanding is bidder can propose manpower as per the RFP requirements as list of manpower in RFP is also indicative and not binding. Please confirm.</p>	As per amended RFP.
217	35	8. PROJECT DELIVERABLES, MILESTONES, TIME SCHEDULE & PAYMENT TERMS	<p>Payment schedule - Payments to the selected bidder, after successful completion of the target milestones (including specified project Deliverables, Reports, Documents), would be made as under...</p>	<p>Under the payment terms, no payment shall be released till completion of the target milestone. You are requested to modify the payment terms and ensure that bidder gets the payment on Monthly or at the most quarterly basis. Since this is a time intensive project, request you to consider T&amp;M based payment instead of Milestone based payments.</p>	As per RFP.

S. N	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Remarks
218	42	12) Selection Method	a) The selection method is lowest evaluated technically responsive bid based on NPV defined in RFP.	Since this is a very complex and strategic engagement, we request RajCOMP to make it a QCBS (Quality & Cost) based selection with at least 80% weightage on Quality. If RajCOMP does not go for QCBS, it is proposed that RajCOMP to go for resources based on man-month who can work as per requirement of RajCOMP.	As per RFP.
219	51	27) Confidentiality	Notwithstanding anything contained in this bidding document but subject to the provisions of any other law for the time being in force providing for disclosure of information, a procuring entity shall not disclose any information if such disclosure, in its opinion, is likely to: -	May we request you to please add the following clause at the end of the para  "Except as otherwise permitted by this Agreement, neither of the parties may disclose to third parties the contents of this Agreement or any information provided by or on behalf of the other that ought reasonably to be treated as confidential and/or proprietary. Parties may, however, disclose such confidential information to the extent that it: (a) is or becomes public other than through a breach of this Agreement, (b) is subsequently received by the receiving party from a third party who, to the receiving party's knowledge, owes no obligation of confidentiality to the disclosing party with respect to that information, (c) was known to the receiving party at the time of disclosure or is thereafter created independently, (d) is	As per RFP.

S. N	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Remarks
220	67	19) Limitation of Liability	Except in cases of gross negligence or wilful misconduct: - a) neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided	May we request you to please add the following clause to RFP “The Client (and any others for whom Services are provided) shall not recover from EY, in contract or tort, under statute or otherwise, any amount with respect to loss of profit, data or goodwill, or any other consequential, incidental, indirect, punitive or special damages in connection with claims arising out of this Agreement or otherwise relating to the Services, whether or not the likelihood of such loss or damage was contemplated. The Client (and any others for whom Services are provided) shall not recover from EY, in contract or tort, including indemnification obligations under this contract, under statute or otherwise, aggregate damages in excess of the fees actually paid for the Services that directly caused the loss in connection with claims arising out of	As per RFP.
221	74	2. Service Level Standards/ Requirements/ Agreement	b) Penalty for Non-timely completion of Task/ activities related to resolving bugs:	How issue will be categorized as urgent and who will decide the priorities?? It is recommended that both bidder and RajCOMP to decide mutually.	As per amended RFP.
222	74	2. Service Level Standards/ Requirements/ Agreement	b) Penalty for Non-timely completion of Task/ activities related to resolving bugs:	It is also recommended that SLA should not be linked to manpower. Please confirm	As per RFP.

S. N	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Remarks
223	106	ANNEXURE-12: INDICATIVE MANPOWER	INDICATIVE MANPOWER	We understand that qualification of resources as asked in RFP to be deployed are indicative only and nowhere restricts the bidder to propose resources with lesser qualification. Bidder can propose resources with lesser qualification of resources. Our understanding is that the qualification are indicative and not binding. Please confirm.	As per amended RFP.
224		Reports	Additional Clause	May we request you to please add the following clause to RFP “Any information, advice, recommendations or other content of any reports, presentations or other communications EY provide under this Agreement (“Reports”), other than Client’s Information, are for Client's internal use only (consistent with the purpose of the particular Services) including Client's board of directors, its audit committee, or its statutory auditors and not for disclosure externally outside your organization. Client may not rely on any draft Report and EY shall not be required to update its Final Report”	As per RFP.

S. N	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	RISL Remarks
225		Documents Prepared by the Service providers to be the Property of the Client	Additional Clause	May we request you to please add the following clause at the end of the para “EY may use data, software, designs, utilities, tools, models, systems and other methodologies and know-how (“Materials”) that EY own in performing the Services. Notwithstanding the delivery of any Reports, EY retain all intellectual property rights in the Materials (including any improvements or knowledge developed while performing the Services), and in any working papers that EY compile and retain in connection with the Services (but not Client Information reflected in them). Upon payment for the Services, Client may use any Materials included in the Reports, as well as the Reports themselves as permitted by this Agreement.	As per RFP.
226		Bid Submission	Due date of submission of the response is 12th February, 2018	Since this is a very complex and strategic engagement, we need more time to submit a more responsive proposal. Therefore, we request RajCOMP to please extend bid submission date by 4 Weeks i.e. 12th March 2018.	As per Corrigendum